Avaya 1230E IP Deskphone with SIP Software Quick Reference Guide

Fixed keys

Short-cut and navigation function keys for the IP Deskphone	
Copy	Copy information from the Address Book, Inbox, and IM log, and copy to Feature keys and Address Book entries.
Services	Access Search, Login, Logout, Check For Updates, Reset Phone, File Manager, Logging System, and Phone Information. Press twice quickly to access the **Network** menu.
Quit	Quit or exit from a menu.
Inbox	Access your Inbox to view all calls or missed calls and to return a call.
Directory	Access your Address Book (Directory) to view, add or edit entries including your designated friends You can also send Instant Messages (IMs) or initiate a call.
Enter	Use the **Enter** key to select highlighted menu items and to set preferences. The **Enter** key duplicates the function of the phone and the **Select** soft key.

Telephone feature keys	
Volume	Use to increase and decrease the volume of the handset, headphones, phone speaker (handsfree) and alerting volume (phone ringing).

Telephone feature keys	
Mute	Press Mute to listen to the call without transmitting. The red LED on the Mute key lights when the Mute feature is enabled.
Handsfree	Activates the built in speaker and microphone. The red LED on the Handsfree key lights when the Handsfree feature is enabled.
Goodbye	Use to release a call (hang up) and to exit a menu when not on an active call.
Expand	Access the Instant Message log to view and send IMs
Headset	Activates your IP Deskphone headset when connected. The red LED of the Headset key lights when you use a headset.
Hold	Use to place a call on hold or to retrieve a call on hold.

Commonly used functions

Procedures for the most commonly used functions are provided as follows.

Note:
The **abc/123** soft key toggles between alphabetic and numeric input. When the soft key label is ***abc***, you can enter alphabetic text and when the soft ley label is ***123***, you can enter numbers.

Login

1. Enter your User ID and press the **Login** key.
2. Enter your password and press the **Next** soft key.
3. To permanently login, press the **Next** soft key.

Login

To login for a period of time, press the **Timed** key, enter the duration of your login, and press the **Next** soft key.

Logout

1. Press the **Services** hard key and then select **Logout**.
2. Enter your password when prompted.
3. Press the **Logout** soft key.

Making a call

Perform one of the following to make a call:

- Lift the handset or press the **Headset** key, **Handsfree** key or the **Line** key and enter the SIP address or phone number and press **Send**. Or, press the **Redial** soft key to call the previously-entered SIP address or phone number.
- Press the **Services** hard key, select **Search**, select an entry in the Address Book, and then press the **Call** soft key. Lift the handset or press the **Headset** key, **Handsfree** key or the **Line** feature key and dial from the Address Book or Inbox as follows:
  a. Press the **Address Book** or **Inbox** key.
  b. Navigate to the required entry.
  c. Press the **Select** soft key to connect.
- Press the **Directory** hard key, select **Friends**, select an entry, press **Status**, and then press the **Call** soft key.

Answering a call

Perform one of the following to answer a call:

- Press the **Handsfree** key
- Press the **Headset** key
- Press the **Line** key
- Press the **Answer** soft key
- Pick up the handset.

If you choose not to answer the call, you can press one of the following keys:

- **Redrct** — Redirects the call to another party or number.
- **Declin** — Rejects the call and provides the caller with fast busy and no option to go to voice mail. You can provide a reason for declining the call.
- **Ignore** — Stops call ringing

Making an emergency call

To make an emergency call, logging on is not required. Choose one of the following options:

- Lift the handset and dial the emergency number.
- Press the **Handsfree** key and dial the emergency number.
- Press the **Headset** key and dial the emergency number.

Initiating a conference call
1. During a call, press the **Conf** soft key. 2. Enter the SIP address or phone number or select an entry from the Address Book or Inbox and complete the call. 3. Press the **Join** soft key, select **Conference** and press the **OK** soft key to create a conference call. You can continue to add more callers to the conference call by repeating the previous steps.

Context-sensitive soft keys

This section describes the context-sensitive soft keys for the idle IP Deskphone display and for the active call display.

Idle IP Deskphone display

When the **More..** soft key is pressed, the following soft keys are displayed.

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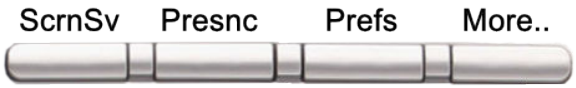


When you press the **More..** context-sensitive soft key for the third time, you return to the first soft key display.

The following describes the context-sensitive soft keys available when the IP Deskphone is idle

Redial or NewCal
Redial the last dialed number. If there is no stored redial number, **NewCal** appears and has the same effect as pressing the primary user line key (dial prompt).

abc or 123
Toggle between alpha and numeric input modes. • To type letters, **abc** must be displayed. • To type numbers, press the **abc** soft key to display **123** on the menu list.

Msgs
Display the **Messages** menu. 1. Voice Mail—Use to access your Voice Mail. The IP Deskphone connects to the server to retrieve your Voice Mail. 2. Instant Messaging—Use to access your IM box. From the IM box you can: • view received Instant Messages • delete Instant Messages • send Instant Messages.

CallFw
Forward all calls to a specified address.

DND
Block all calls.

Retrve
Retrieve parked calls (local and server parked calls only).

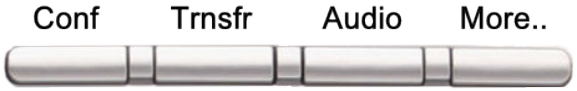
ScrnSv
Activate the screensaver (only if the screensaver feature is enabled).

Presnc
Configure the presence status for your IP Deskphone.

Prefs
Display the **Preferences** menu. 1. **Display** — Adjust screen display settings. 2. **Audio** — Adjust tones and volume settings. 3. **Feature Options** — Program feature keys, call decline reasons, call ignore actions, and call subjects, call fwd notification. 4. **Language** — Change language. 5. **Misc Options** — Set alpha dialing, search method, privacy settings, # Ends dialing, location, and time. 6. **Network** — Access Server Settings, Device Settings, Diagnostics and Lock. 7. **User Settings** — Modify call settings, IM settings, voice mail setting, and remembering settings.

More..
Select a new menu list.

Active call IP Deskphone display



When the **More..** soft key is pressed, the following soft keys are displayed.

When the **More..** soft key is pressed, the following soft keys are displayed.

When you press the **More..** context-sensitive soft key for the third time, you return to the first soft key display.

The following describes the context-sensitive soft keys available when the IP Deskphone is on an active call.

Conf
Obtain a dial tone to place another call during an active call. • Use to make a conference call. • Behaves like the **NewCal** context-sensitive soft key.

Trnsfr
Transfer the current call to another location or contact.

Audio
1. **Change audio codec** — Use to change the audio settings based on the available bandwidth. 2. **Monitor audio quality** — Diagnostic tool to monitor the audio quality.

NewCal
Obtain a dial tone to place another call during an active call. • Use to make a conference call. • Behaves like the **Conf** context-sensitive soft key.

Park
Park the current call to the server or another user (not available for all call servers).

Retrve
Retrieve parked calls (local and server parked calls only).

Prefs
Access **Display**, **Audio**, **Feature Options**, **Language**, **Misc Options**, **Network**, **USB Locks**, and **User Settings**.

More..
Select a new menu list.

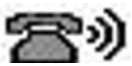
Display screen icons

The following table lists the screen display icons for:

- **Call state** — Icons to indicate the call state of your phone.
- **Instant Messaging** — Icons displayed when you view your instant message log. The icon appears beside each IM to indicate the status.
- **Inbox** — Icons to indicate the status of each incoming calls in your Inbox.
- **Presence** — Icons to indicate the presence state of those address book entries you designate as Friend.

Call state	Icon
On hook	
On the phone	
On hold	
Call Forward	
Do Not Disturb	
Outgoing call, Incoming call (ringing)	
Missed call	

Instant messaging	Icon
New, unread	
Read	
Replied to	
Sent/forwarded	

Inbox	Icon
Incoming Call Answered	
Incoming Call, Missed, New	
Incoming Call, Missed, Reviewed	

Presence	Icon
Terminated	
Connected Inactive (only available if audio presence is activated)	
Unavailable Busy, or Offline	
Active Available (only available if audio presence is activated)	
On the Phone (only available if audio presence is activated)	
Unknown	

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